



**CSDVRS, LLC**  
**600 Cleveland Street, Suite 1000 – Clearwater, Florida 33755**  
**VideoPhone: 727-431-9692 Voice: 727-254-5600 Fax: 727-443-1537**

June 23, 2011

**Via Email and U.S. Mail**

Federal Communications Commission  
Disability Rights Office/CGB  
445 12<sup>th</sup> Street SW  
Washington, D.C. 20554  
Attn: Susan Kimmel, Deputy Chief

**RE: Response to Informal Complaint**  
**Case No.: 11-C00295678 (SK)**  
**Complainant: [REDACTED]**

Dear Ms. Kimmel:

This is in response to Ms. [REDACTED]'s informal complaint (11-C00295678 (SK)) submitted to the Commission under Section 225 of the Communications Act of 1934. In her complaint Ms. [REDACTED] contends that ZVRS ported her Sorenson number without her permission.

Our records indicate that on February 1, 2011 Ms. [REDACTED] executed an electronic Letter of Agency (LOA) authorizing the port of her Sorenson number to ZVRS. The LOA was created on her logged-in personal ZVRS account and included her personal identifying information (her date of birth). Furthermore our records indicate that a ZVRS representative met with Ms. [REDACTED] and explained to her the consequences to her Sorenson videophone if she chose to port her number to ZVRS.

We regret any inconvenience caused Ms. [REDACTED] as a result of her porting her Sorenson number to ZVRS. Please do not hesitate to contact me should Ms. [REDACTED] or you have any follow up questions or concerns.

Sincerely,

/s/

Jeff Rosen  
General Counsel  
240-560-4396  
jrosen@zvrs.com

cc: [REDACTED]



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Attn: Susan Kimmel, Deputy Chief

**RE: Response to Informal Complaint**  
**Case No.: 11-C00295079-FC**  
**Complainant: [REDACTED]**

Dear Ms. Kimmel:

This is in response to Ms. [REDACTED]'s informal complaint (11-C00295079-FC) submitted to the Commission under Section 225 of the Communications Act of 1934. In her complaint Ms. [REDACTED] contends that ZVRS ported her Sorenson number without her permission.

Our records indicate that on March 3, 2011 Ms. [REDACTED] executed an electronic Letter of Agency (LOA) authorizing the port of her Sorenson number to ZVRS. The LOA was created on her logged-in personal ZVRS account and included her personal identifying information (her date of birth). Our records indicate that a ZVRS representative met with Ms. [REDACTED] and explained to her the consequences to her Sorenson videophone if she chose to port her number to ZVRS. Ms. [REDACTED]'s ported Sorenson number was assigned to her new ZVRS Z-340 videophone. When Ms. [REDACTED] ported the number back to Sorenson, she executed a second LOA on March 22, 2011, porting a Purple P3 phone number to ZVRS which was then assigned to her Z340.

We regret any inconvenience caused Ms. [REDACTED] as a result of her porting her Sorenson number to ZVRS. Please do not hesitate to contact me should Ms. [REDACTED] or you have any follow up questions or concerns.

Sincerely,

/s/

Jeff Rosen  
General Counsel  
240-560-4396  
jrosen@zvrs.com

cc:

[REDACTED]